

VISITOR SERVICES ASSOCIATE JOB DESCRIPTION

JOB TITLE:

Visitor Services Associate

ROP:

\$13/hr

HOURS:

20-30 hours/week

SHIFTS AVAILABLE:

Either Saturday or Sunday and 2-3 weekday shifts

POINT PERSON:

Visitor Services Manager

GENERAL DESCRIPTION:

Discovery Center of Idaho's (DCI) mission is **to inspire lifelong interest and learning in science, technology, engineering and math (STEM)**. DCI serves its mission by developing, maintaining, and presenting interactive science exhibits as well as providing on- and off-site educational programs designed for multi-generational audiences. The Center serves over 100,000 visitors annually with a staff of 16 paid professionals and over one hundred volunteers.

The Visitor Services Associates fulfill our mission by executing excellence in customer hospitality at the reception desk by nurturing and supporting our visitors. Our receptionists are the initial face of Discovery Center of Idaho and they set the tone for the rest of our guests' experiences. Happy and informed faces on the front lines, which are invested in a quality and unique experience for all, help us achieve our mission.

DAILY RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Open & close
- Execution of reception desk affairs
 - Customer hospitality excellence
 - Welcome visitors by greeting them, in person, on the phone; answering or referring inquiries
 - Admission, merchandise, and membership sales
 - Group check ins
 - Up-keeping constituent database
 - Communicating and staying updated and informed on all organizational happenings
 - Maintain organized, clean, and efficient work environment
 - Special tasks and maintenance as needed
- Execution of DCI special events such as Adult Nights or facility rentals

QUALIFICATIONS:

- Professional demeanor
- Excellence in verbal communication, telephone, and computer skills
- Ability to take initiative
- Work in a team environment
- Flexibility – schedule, quick-thinking, problem-solving, etc.
- Pass background check

PREFERRED SKILLS & EXPERIENCE:

- Ability to use a point of sales system
- Ability to use a multi extension phone system

TO APPLY: send your resume, schedule and contact info to d.combs@dcidaho.org